ACJC COMPUTER HARDWARE AND SOFTWARE VENDOR GUIDELINES
Updated - June, 2005

Computer Hardware

In contracting with any computer hardware vendor, ACJC requires that the following guidelines be applied to your selection process if grant funds are used to purchase:

- If the vendor is not a local company, please ensure they have a toll free 1-800 telephone support number for you to call in problems. Ensure that their support hours cover your regular business day at minimum.

- The vendor as part of their service should provide minimum 3 years parts and labor warranty.

- An ISO9000 and/or current ISO vendor certification will ensure that the vendor has high quality standards

- If you have PC hardware repair issues, ensure that the vendor has A+ certified technician on staff.

- Use the guidelines provided by the Government Information Technology Agency (GITA) from the State of Arizona. The guideline for Platform Architecture (P720) and Platform Infrastructure (S720) can be obtained from their website at www.azgita.gov in the category of Polices/Standards along with other helpful articles. Please note that in the GITA documents listed above, PC's are referred to as Clients.

- Purchase higher end PCs to avoid having obsolete machines prior to 3 years.

- Assume your PCs as well as other computer equipment has only a 3-year life cycle at best.

- The vendor should provide you with their own Internet Website to obtain information and product support.

- The Vendor should be able to provide a 4-hour response time to emergency repair issues if there is an existing maintenance/support contract.

- Whenever possible, work with vendors who have been in continuous business for at least 5-years and are showing a profit.

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Computer Software

In contracting with any computer software vendor, ACJC requires that the following guidelines be applied to your selection process if grant funds are used to purchase:

- The Vendor should have Microsoft Certified Systems Engineers (MCSE), Product Specialists (MCPS), or Certified Novell Administrators (C.N.A.), or certified UNIX Administrators to answer operating system, software products, and network questions.

- If the vendor is not a local company, please ensure they have a toll free 1-800 telephone support number for you to call in problems. Ensure that their support hours cover your regular business day at minimum.

- An ISO9000 and/or current ISO vendor certification will ensure that the vendor has high quality standards

- The vendor should provide you with their own Internet Website to obtain information and product support.

- The Vendor should be able to provide a 4-hour response time to emergency software issues if there is an existing maintenance/support contract.

- Whenever possible, work with vendors who have been in continuous business for at least 5-years and are showing a profit.

- Whenever possible, contract with vendor to obtain the source code for any custom software in case the vendor declares bankruptcy or becomes in any way insolvent.

- Make sure that any vendor provides you with the hardcopy documentation as well as all proper licensing.